

# **Service Campaign 9A3: Underbody Corrosion Preventative Service – Dealer Best Practice**

February 13, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-012H published on Hyundai Tech Info	02/13/2024

## **Campaign Description**

In certain areas, a vehicle’s underbody may exhibit corrosion due to road salt usage. As a preventative measure, 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. This service campaign describes the procedure to perform this preventative service on certain Tucson (LM) vehicles.

## **Applicable Vehicles (Certain)**

- 2010-12MY Tucson (LM) FWD vehicles currently or ever registered in a Salt Belt State produced 10/20/2009 to 06/12/2012
- 2013-15MY Tucson (LM) FWD & AWD vehicles currently or ever registered in a Salt Belt State produced 05/16/2012 to 05/15/2015

## **Salt Belt Areas**

Salt Belt States or 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.**

## **Repair Information**

- Recommended Service Technician Training Level: **Hyundai Certified or higher**
- **NOTE:** Prior to repair, **it is recommended to allow the vehicle to cool at least four (4) 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 to improve work efficiency. Then, when ready to perform repairs, apply undercoating spray and cavity wax to areas as indicated in **TSB 24-01-012H** (or latest version).

## **Service Tips/Training**

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the dealer while part(s) are ordered.
- If dealer schedules an appointment in advance, order the cavity wax/undercoat spray ahead of time and if necessary, any tools/supplies as well to prevent any delays.

- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be mindful that ‘service campaigns’ could cause concern for some customers, reassure them that they will be taken care of at no additional cost to them.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don’t guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.

### Recommended Alternative Transportation




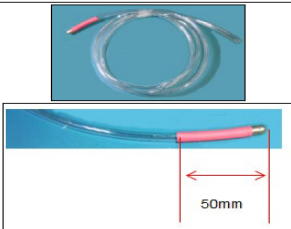
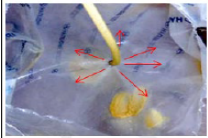

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

### Warranty Information

- This service campaign pays 0.8 M/H for application of the cavity wax and undercoating to the various affected underbody areas.
- The included labor operation will reimburse one (1) can of undercoat spray and one (1) can of cavity wax.
- The above op time also includes taking repair validation photo(s) where applicable and uploading to STUI.
- **Photos:** Please refer to **TSB 24-01-012H** (or latest version) for repair validation sample photos and additional details regarding specific digital documentation requirements.








### Parts & Tools Information

- Please refer to **TSB 24-01-012H** (or latest version) for required Parts information.
- Please note that the wax spray gun, "inside" nozzle, and "outside" nozzle are the same tools currently used for related & recently launched corrosion service campaigns 984/989/991/992/995/996.

Part Name	Image / Part Number	Remark
Cavity Wax	 00232-19034	Use about half a can per vehicle.
Undercoat Spray	 00232-19035	Use about 1 can per vehicle.
Wax Spray Gun	 00232-19036	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.
"Inside" Nozzle	 09624-2H101-QQH	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.
		This nozzle must be used for this service procedure. This nozzle is supplied with the wax gun.

## Required Supplies:

- Please refer to **TSB 24-01-012H** (or latest version) for required Parts information.

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

## Sample Customer Talk Tracks

- For appointment:** *“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. This service will be provided to you for no charge.”*
- For Walk-In Customer:** *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open campaign relating to possible underbody corrosion due to salt road usage. To protect your vehicle, we would like to perform a procedure to the underbody that will 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. This service will be provided to you at no cost, and if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”*
- Over the Phone Customer:** *“While I have you on the line to verify your current appointment, I ran your VIN and see that has your vehicle has an open campaign that relates to the vehicle’s underbody which may exhibit corrosion due to road salt usage. The repair involves cavity wax and undercoat spray being applied to the vehicle’s underbody components. If time permits, we can address this campaign during your current appointment and it will be at no cost to you. Should you need transportation assistance during this time, we can help arrange an SRC since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”*

## Recommendations & Tips for Customers

- 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.

## Best Practice Checklist



**Reservation:** Did you check **WebDCS** for additional campaigns or recalls? Did you check for any declined services from previous visits?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also ask customer if he/she would like to have any of the previous declined services performed.



**Readiness:**

Does your dealership have the recommended tools and equipment to complete the procedure mentioned in **TSB 24-01-012H** (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.

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 24-01-012H** (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

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

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

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

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

- Yes
- No

Is the Technician performing the procedure a **Hyundai Certified Technician** or higher?

- Yes
- No** – Please ensure a technician with a Certified level (or higher) completes this repair.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-012H** (or latest version)?

- Yes
- No** - Please ensure appropriate picture(s) are taken. **See TSB 24-01-012H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer should be signing the final invoice upon delivery of the vehicle.

## **Customer FAQ**

### **Q1: What is the issue?**

A1: In some areas, a vehicle's underbody may exhibit corrosion due to road salt usage.

### **Q2: What will be done during service at the dealer?**

A2: As a preventative measure, cavity wax coating will be applied to the internal surfaces of underbody components, and an undercoating spray is applied to the bottom exterior surfaces of specified underbody components.

### **Q3: When will owners be notified of this service campaign?**

A3: Owners of the subject vehicles will be notified via First Class Mail in March 2024.

### **Q4: What if I already paid for a part replacement/repair out-of-pocket already related to this condition or service campaign?**

A4: Please file a claim at <https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html> or contact Hyundai Motor America at 1-855-371-9460.

## **Contact Reference**

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers. Please see list below of commonly referred to contacts.

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 HELP 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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	